



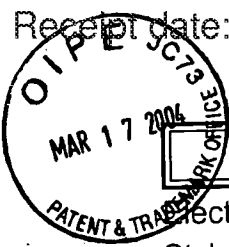
Electronic Filing System (EFS) Data  
Electronic Patent Application Submission  
USPTO Use Only

EFS ID: 57322  
Application ID: 10735470  
Title of Invention: METHOD AND APPARATUS FOR  
PROVIDING INTEGRATED  
CUSTOMER CARE AND WORK-  
FLOW MANAGEMENT  
First Named Inventor: Anand Kumar  
Domestic/Foreign Application: Domestic Application  
Filing Date: 2003-12-12  
Effective Receipt Date: 2004-03-17  
Submission Type: Information Disclosure  
Statement  
Filing Type:  
Confirmation number: 4313  
Attorney Docket Number: 717841.4




Total Fees Authorized:

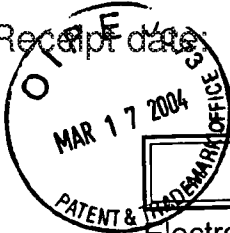
Digital Certificate Holder: cn=Mark E. Stallion,ou=Registered Attorneys,ou=Patent and Trademark  
Office,ou=Department of Commerce,o=U.S. Government,c=US  
Certificate Message Digest: ef2b08a3c2ceaf29036b7b01a4f01ed5273c9439



TRANSMITTAL

Electronic Version v1.1  
Stylesheet Version v1.1.0


<b>Title of Invention</b>	<b>METHOD AND APPARATUS FOR PROVIDING INTEGRATED CUSTOMER CARE AND WORK-FLOW MANAGEMENT</b>									
<p>Application Number: 10/735470 </p> <p>Date: 2003-12-12</p> <p>First Named Applicant: Anand Kumar</p> <p>Confirmation Number: 4313</p> <p>Attorney Docket Number: 717841.4</p>										
<p>I hereby certify that the use of this system is for OFFICIAL correspondence between patent applicants or their representatives and the USPTO. Fraudulent or other use besides the filing of official correspondence by authorized parties is strictly prohibited, and subject to a fine and/or imprisonment under applicable law.</p> <p>I, the undersigned, certify that I have viewed a display of document(s) being electronically submitted to the United States Patent and Trademark Office, using either the USPTO provided style sheet or software, and that this is the document(s) I intend for initiation or further prosecution of a patent application noted in the submission. This document(s) will become part of the official electronic record at the USPTO.</p>										
<table border="1"> <tr> <td><b>Submitted by:</b></td> <td><b>Elec. Sign.</b></td> <td><b>Sign. Capacity</b></td> </tr> <tr> <td>Mark E. Stallion Registered Number: 46,132</td> <td>/Mark E. Stallion/</td> <td>Attorney</td> </tr> </table>			<b>Submitted by:</b>	<b>Elec. Sign.</b>	<b>Sign. Capacity</b>	Mark E. Stallion Registered Number: 46,132	/Mark E. Stallion/	Attorney		
<b>Submitted by:</b>	<b>Elec. Sign.</b>	<b>Sign. Capacity</b>								
Mark E. Stallion Registered Number: 46,132	/Mark E. Stallion/	Attorney								
<table> <tr> <td>Documents being submitted</td> <td>Files</td> </tr> <tr> <td>us-ids</td> <td>nisc4.2-usidst.xml</td> </tr> <tr> <td></td> <td>us-ids.dtd</td> </tr> <tr> <td></td> <td>us-ids.xsl</td> </tr> </table>			Documents being submitted	Files	us-ids	nisc4.2-usidst.xml		us-ids.dtd		us-ids.xsl
Documents being submitted	Files									
us-ids	nisc4.2-usidst.xml									
	us-ids.dtd									
	us-ids.xsl									
<b>Comments</b>										

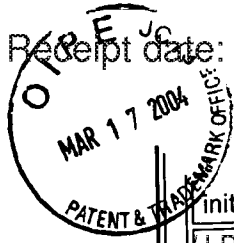


# ELECTRONIC INFORMATION DISCLOSURE STATEMENT

Electronic Version v18

Stylesheet Version v18.0

Title of Invention	METHOD AND APPARATUS FOR PROVIDING INTEGRATED CUSTOMER CARE AND WORK-FLOW MANAGEMENT																																																																																														
<div style="display: flex; justify-content: space-between;"> <div> <p>Application Number: 10/735470</p> <p>Confirmation Number: 4313</p> <p>First Named Applicant: Anand Kumar</p> <p>Attorney Docket Number: 717841.4</p> <p>Search string: ( 6337901 or 6182054 or 6515968 or 6298352 or 6128624 or 6324516 or 5878400 or 6249905 or 6563518 or 6031904 or 20020138828 or 20030033167 or 20020168055 or 20020049615 or 20030059845 or 20020087341 or 20030090514 ).pn.</p> </div> <div style="text-align: right;">  </div> </div>																																																																																															
<p><b>US Patent Documents</b></p> <p>Note: Applicant is not required to submit a paper copy of cited US Patent Documents</p> <table border="1"> <thead> <tr> <th>init</th> <th>Cite.No.</th> <th>Patent No.</th> <th>Date</th> <th>Patentee</th> <th>Kind</th> <th>Class</th> <th>Subclass</th> </tr> </thead> <tbody> <tr> <td>J.P.</td> <td>1</td> <td>6337901</td> <td>2002-01-08</td> <td>Rome, et al.</td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>2</td> <td>6182054</td> <td>2001-01-30</td> <td>Dickinson, et al.</td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>3</td> <td>6515968</td> <td>2003-02-04</td> <td>Combar, et al.</td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>4</td> <td>6298352</td> <td>2001-10-02</td> <td>Kannan, et al.</td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>5</td> <td>6128624</td> <td>2000-10-03</td> <td>Papierniak, et al.</td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>6</td> <td>6324516</td> <td>2001-11-27</td> <td>Shults, et al.</td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>7</td> <td>5878400</td> <td>1999-03-02</td> <td>Carter, III</td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>8</td> <td>6249905</td> <td>2001-06-19</td> <td>Yoshida, et al.</td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>9</td> <td>6563518</td> <td>2003-05-13</td> <td>Gipalo</td> <td></td> <td></td> <td></td> </tr> <tr> <td>J.P.</td> <td>10</td> <td>6031904</td> <td>2000-02-29</td> <td>An, et al.</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>								init	Cite.No.	Patent No.	Date	Patentee	Kind	Class	Subclass	J.P.	1	6337901	2002-01-08	Rome, et al.					2	6182054	2001-01-30	Dickinson, et al.					3	6515968	2003-02-04	Combar, et al.					4	6298352	2001-10-02	Kannan, et al.					5	6128624	2000-10-03	Papierniak, et al.					6	6324516	2001-11-27	Shults, et al.					7	5878400	1999-03-02	Carter, III					8	6249905	2001-06-19	Yoshida, et al.					9	6563518	2003-05-13	Gipalo				J.P.	10	6031904	2000-02-29	An, et al.			
init	Cite.No.	Patent No.	Date	Patentee	Kind	Class	Subclass																																																																																								
J.P.	1	6337901	2002-01-08	Rome, et al.																																																																																											
	2	6182054	2001-01-30	Dickinson, et al.																																																																																											
	3	6515968	2003-02-04	Combar, et al.																																																																																											
	4	6298352	2001-10-02	Kannan, et al.																																																																																											
	5	6128624	2000-10-03	Papierniak, et al.																																																																																											
	6	6324516	2001-11-27	Shults, et al.																																																																																											
	7	5878400	1999-03-02	Carter, III																																																																																											
	8	6249905	2001-06-19	Yoshida, et al.																																																																																											
	9	6563518	2003-05-13	Gipalo																																																																																											
J.P.	10	6031904	2000-02-29	An, et al.																																																																																											
<p><b>US Published Applications</b></p> <p>Note: Applicant is not required to submit a paper copy of cited US Published Applications</p> <table border="1"> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>																																																																																															



init	Cite.No.	Pub. No.	Date	Applicant	Kind	Class	Subclass
J.P.	1	20020138828	2002-09-26	Robohm, et al.			
	2	20030033167	2003-02-13	Arroyo, et al.			
	3	20020168055	2002-11-14	Crockett, et al.			
	4	20020049615	2002-04-25	Huber			
	5	20030059845	2003-04-10	DeWitt, et al.			
	6	20020087341	2002-07-04	Kappel, et al.			
J.P.	7	20030090514	2003-05-15	Cole, et al.			

Signature

Examiner Name	Date
/John Preston/	11/24/2009